



A Message from Ken Fasola, CEO

To our valued clients:

We at Magellan are here for you.

We are mindful of the impact the COVID-19 pandemic has on our clients and their members. Our work with you plays such a vital role in the health of millions, and this shared responsibility is even more important during these challenging times.

I want to assure you that we are working around the clock to minimize any disruption to our operations and continue offering the service and support you expect. I know that you have heard directly from your Magellan relationship managers. I want you to hear it from me as well—our first priority is always supporting the healthcare needs of our employees, providers, clients and members.

We have put in place significant measures intended to protect the health and safety of our employees so they can focus on the important work they do on your behalf.

First, we are proud to offer one of our digital cognitive behavioral therapy (DCBT) apps, **RESTORE®**, at no cost for U.S. residents experiencing sleep difficulty and insomnia related to COVID-19. We also recently expanded telehealth services, and our behavioral health providers stand ready to help your members. As you know, we are modifying prescription refill restrictions if members request additional medication supplies, and we're working closely with our prescription drug supply chain partners to monitor for any potential disruptions.

This is an unprecedented time, and we appreciate your trust and ongoing support as we deliver the best possible service to you and your members. We will continue to closely monitor conditions, make adjustments and keep you updated as needed. We appreciate your ongoing partnership and trust as we support you with the commitment, creativity and resiliency that you expect from us.

If there is anything you need, let us know—we are here for you.

Ken

Kenneth J. Fasola

Chief Executive Officer

Magellan Health, Inc.

[MagellanHealthcare.com/COVID-19](https://www.MagellanHealthcare.com/COVID-19)